

The complaint

Mr D complains about how Barclays Bank UK PLC dealt with his Standing Order for his Council Tax payment.

What happened

Mr D says Barclays set up a duplicate Standing Order (SO) for his Council Tax payment. He says the SO was set up in duplicate and his May 2024 payment wasn't made which meant he received an arrears letter from the Council. Mr D thought matters had been sorted out when he spoke to Barclays in April 2024 and would like appropriate compensation.

Barclays upheld Mr D's complaint and apologised. It said the payment had been set up twice and accepts it didn't return the duplicated payment for some time. Barclays has paid £200 and £25 compensation.

Mr D brought his complaint to us, and our investigator thought Barclays should increase the compensation payment by £75. The investigator thought Barclays hadn't made the May 2024 payment but had also requested the payment be returned.

Barclays disagrees with that view and now says it didn't make a mistake. It says Mr D set up the incorrect SO and should have spoken to the Council. Barclays says there was no financial impact on Mr D.

What I've decided – and why

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint.

Having done so I have come to the overall view that Barclays should pay a total of £300 compensation for the reasons I will explain.

I don't think it's clear why Barclays says it didn't make a mistake here having told us and Mr D that it had. I can see it clearly told Mr D that it set up a duplicated SO due to a system error and told us the "case had been processed incorrectly".

In any event I am satisfied that Barclays is the expert here and ought to have been able to sort matters out in early April 2024. I am satisfied that Barclays records say it told Mr D that it couldn't recall the payment but did just that. And that the result was that Mr D received an arrears letter from his local Council which I have no doubt caused distress and worry. I am also satisfied that Barclays did receive the duplicated payment back and took some time to refund it to Mr D's account which again would have caused distress and inconvenience.

I accept Mr D may not have been caused any financial loss but would have been caused a significant amount of worry and distress. I don't think it reasonable to have expected Mr D to have contacted the Council as Barclays suggests and think he was reasonably entitled to conclude that matters had been sorted out.

Overall, I think matters went on for some months before being resolved and that Mr D

receiving an arrears letter would have been of significant concern to him.

For those reasons I think Barclays should pay a further £75 compensation which I think is fair and reasonable in the circumstances of this complaint.

Putting things right

Barclays should pay a further £75 compensation.

My final decision

My final decision is that I uphold this complaint and order Barclays Bank UK PLC to pay Mr D a further £75 compensation.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr D to accept or reject my decision before 28 December 2024.

David Singh
Ombudsman